



Qwest
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R. Hance Haney
Executive Director - Federal Regulatory

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May 01, 2001

Ms. Magalie Roman Sales
Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

RECEIVED

MAY - 1 2001

**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Mr. Sales:

Pursuant to the FCC Orders concerning Qwest ONA Plans¹, Qwest hereby submits its ONA Nondiscrimination Report for installation and maintenance for the first quarter of 2001.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

Attachment

cc: Ms. Janice Myles

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541(1996).

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GLEND A WEIBEL
Issues Manager
1600 Bell Plaza, Room 2801
Seattle, WA 98191

Qwest
Federal Relations – Policy & Law
Tel: 206-346-9428
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PROCEEDING: CC DOCKET 85-229 AND 88-2, PHASE I

SUBJECT: QWEST ONA NONDISCRIMINATION REPORT FOR
INSTALLATION AND MAINTENANCE

ACTION: REPORT FOR FILING

DATE: APRIL 30, 2001

TO: HANCE HANEY

FROM: GLEND A WEIBEL *Glenda*

Attached is Qwest's ONA nondiscrimination report for first quarter 2001. These include both provisioning and maintenance results and are broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase I, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines (PAL) in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Please file these with the Commission and send me a copy of the stamped transmittal sheet for my files.

cc: Jerry Osborne, Brad Olson, Janean VanDusen, Greg Smith, Pat O'Brien

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Orders	199596	Average Interval	216906	Average Interval
Due Dates Missed	3373	(In Days)	5971	(In Days)
% Due Dates Missed	1.69%	2	2.75%	3
		2		1
A2- PBX				
Total Orders	1433	Average Interval	11130	Average Interval
Due Dates Missed	56	(In Days)	355	(In Days)
% Due Dates Missed	3.91%	7	3.19%	9
		5		7
A3- Centrex				
Total Orders	28667	Average Interval	32641	Average Interval
Due Dates Missed	759	(In Days)	1247	(In Days)
% Due Dates Missed	2.65%	3	3.82%	4
		3		3
A4- WATS				
Total Orders	42	Average Interval	999	Average Interval
Due Dates Missed	0	(In Days)	12	(In Days)
% Due Dates Missed	0.00%	1	1.20%	2
		1		4
A5- Mobile				
Total Orders	0	Average Interval	9	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	18
		0.00		31
A6- Feature Group A				
Total Orders	3	Average Interval	184	Average Interval
Due Dates Missed	0	(In Days)	14	(In Days)
% Due Dates Missed	0.00%	3	7.61%	4
		1		5
A7- Foreign Exchange				
Total Orders	565	Average Interval	1096	Average Interval
Due Dates Missed	7	(In Days)	19	(In Days)
% Due Dates Missed	1.24%	2	1.73%	3
		2		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Orders	0	Average Interval	54	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	15
		0.00		12
B2-Feature Group D				
Total Orders	0	Average Interval	1567	Average Interval
Due Dates Missed	0	(In Days)	109	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.96%	25
		0.00		22
B3- DID				
Total Orders	910	Average Interval	6402	Average Interval
Due Dates Missed	23	(In Days)	343	(In Days)
% Due Dates Missed	2.53%	12	5.36%	14
		10		11

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Orders	21	Average Interval	250	Average Interval
Due Dates Missed	2	(In Days)	2	(In Days)
% Due Dates Missed	9.52%	6	0.80%	9
		6		13
C2-Packet Synchronous Access				
Total Orders	15	Average Interval	12348	Average Interval
Due Dates Missed	0	(In Days)	662	(In Days)
% Due Dates Missed	0.00%	36	5.36%	15
		11		12
C3-Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Orders	7	Average Interval	125	Average Interval
Due Dates Missed	1	(In Days)	6	(In Days)
% Due Dates Missed	14.29%	6	4.80%	3
		0.00		5
D2- Protective Relay				
Total Orders	0	Average Interval	16	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.25%	8
		0.00		4
D3- Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1- Telegraph 75 Baud				
Total Orders	0	Average Interval	22	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	9.09%	10
		0.00		7
E2- Telegraph 150 Baud				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	0
		0.00		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Orders	0	Average Interval	100	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	3.00%	16
		0.00		8
F2- Voice, Switched Line				
Total Orders	7	Average Interval	785	Average Interval
Due Dates Missed	2	(In Days)	82	(In Days)
% Due Dates Missed	28.57%	9	10.45%	12
		9		11
F3- Voice, Switched Trunk				
Total Orders	0	Average Interval	1105	Average Interval
Due Dates Missed	0	(In Days)	127	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	11.49%	23
		0.00		20
F4- Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	33	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	9.09%	18
		0.00		8
F5- Data, Low Speed				
Total Orders	0	Average Interval	102	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	3.92%	11
		0.00		9
F6- Basic Data and Voice				
Total Orders	6	Average Interval	2284	Average Interval
Due Dates Missed	1	(In Days)	141	(In Days)
% Due Dates Missed	16.67%	13	6.17%	11
		9		9
F7- Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	247	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.45%	17
		0.00		14
F8- Voice/Data SSN Access				
Total Orders	0	Average Interval	255	Average Interval
Due Dates Missed	0	(In Days)	42	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	16.47%	28
		0.00		30
F9- Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F10- Data Extension, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F11- Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F12- Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Orders	0	Average Interval	20	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	25.00%	8
		0.00		12
G2- Program Audio, 100-5000 Hz				
Total Orders	0	Average Interval	9	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	22.22%	6
		0.00		0.00
G3- Program Audio, 50-8000 Hz				
Total Orders	4	Average Interval	22	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	18	0.00%	8
		8		7
G4- Program Audio, 50-15000 Hz				
Total Orders	2	Average Interval	12	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	7	8.33%	11
		7		15

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio				
Total Orders	5	Average Interval	68	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	0.00%	6	7.35%	10
		0.00		7
H2- TV Channel, 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
11- Digital Voice Circuit				
Total Orders	26	Average Interval	304	Average Interval
Due Dates Missed	2	(In Days)	35	(In Days)
% Due Dates Missed	7.69%	10	11.51%	13
		10		13
12- Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	53	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	9.43%	7
		0.00		9
13- Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	16	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.25%	8
		0.00		5
14- Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	600	Average Interval
Due Dates Missed	0	(In Days)	28	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.67%	10
		0.00		7
15- Digital Data, 56 kbps				
Total Orders	3	Average Interval	153	Average Interval
Due Dates Missed	0	(In Days)	27	(In Days)
% Due Dates Missed	0.00%	30	17.65%	11
		0.00		9

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1- Dedicated Hicap Digital, 1.544 mbps				
Total Orders	263	Average Interval	40882	Average Interval
Due Dates Missed	33	(In Days)	4812	(In Days)
% Due Dates Missed	12.55%	23	11.77%	18
		27		16

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2001

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1- Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00	
		0.00		0.00	
K2- Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00	
		0.00		0.00	
K3- Dedicated Hicap Digital, 44.736 mbps					
Total Orders	9	Average Interval	2377	Average Interval	
Due Dates Missed	3	(In Days)	267	(In Days)	
% Due Dates Missed	33.33%	46	11.23%	23	
		52		20	
K4- Dedicated Hicap Digital, >45 mbps					
Total Orders	261	Average Interval	509	Average Interval	
Due Dates Missed	34	(In Days)	77	(In Days)	
% Due Dates Missed	13.03%	15	15.13%	21	
		14		19	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Orders	2918	Average Interval	10	Average Interval
Due Dates Missed	201	(In Days)	0	(In Days)
% Due Dates Missed	6.89%	11	0.00%	4
		8		0
L2- Basic PAL				
Total Orders	1447	Average Interval	5634	Average Interval
Due Dates Missed	166	(In Days)	157	(In Days)
% Due Dates Missed	11.47%	21	2.79%	3
		8		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Tickets	102		160	
Average Interval in Hrs/Mns	5	32	3	20
A2- PBX				
Total Tickets	169		2258	
Average Interval in Hrs/Mns	2	50	3	7
A3- Centrex				
Total Tickets	182		172	
Average Interval in Hrs/Mns	2	8	2	45
A4-WATS				
Total Tickets	0		55	
Average Interval in Hrs/Mns	NO ACTIVITY		2	39
A5- Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
A6- Feature Group A				
Total Tickets	0		26	
Average Interval in Hrs/Mns	NO ACTIVITY		3	31
A7- Foreign Exchange				
Total Tickets	158		655	
Average Interval in Hrs/Mns	3	33	4	17

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Quarterly ONA Maintenance Report
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
B1- Feature Group B		
Total Tickets	0	24
Average Interval in Hrs/Mns	NO ACTIVITY	2 58
B2- Feature Group D		
Total Tickets	0	539
Average Interval in Hrs/Mns	NO ACTIVITY	15 23
B3- DID		
Total Tickets	205	1642
Average Interval in Hrs/Mns	3 36	3 17

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Quarterly ONA Maintenance Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Tickets	1		183	
Average Interval in Hrs/Mns	3	24	2	28
C2-Packet Synchronous Access				
Total Tickets	0		124	
Average Interval in Hrs/Mns	NO ACTIVITY		1	35
C3-Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1- Protective Alarm			
Total Tickets	0	67	
Average Interval in Hrs/Mns	NO ACTIVITY	3	42
D2- Protective Relay			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	
D3- Control Circuit			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	
*****:*****:*****			

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1- Telegraph Grade, 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2- Telegraph Grade, 150 Baud		
Total Tickets	0	14
Average Interval in Hrs/Mns	NO ACTIVITY	3 50

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Quarterly ONA Maintenance Report

Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Tickets	0		90	
Average Interval in Hrs/Mns	NO ACTIVITY		5	26
F2- Voice, Switched Line				
Total Tickets	541		2721	
Average Interval in Hrs/Mns	2	59	3	20
F3- Voice, Switched Trunk				
Total Tickets	401		2729	
Average Interval in Hrs/Mns	2	6	2	12
F4- Voice and Tone, Radio Land Line				
Total Tickets	3		146	
Average Interval in Hrs/Mns	0	45	4	50
F5- Data, Low Speed				
Total Tickets	1		139	
Average Interval in Hrs/Mns	1	19	4	46
F6- Basic Data and Voice				
Total Tickets	96		5318	
Average Interval in Hrs/Mns	2	51	2	37
F7- Voice and Data, PSN Access				
Total Tickets	0		182	
Average Interval in Hrs/Mns	NO ACTIVITY		2	8
F8- Voice and Data, SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F9- Voice and Data, SSN Intermachine				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F10- Data Extension, Voice Grade				
Total Tickets	3		93	
Average Interval in Hrs/Mns	10	16	2	59
F11- Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F12- Protective Relay, Voice Grade				
Total Tickets	0		5	
Average Interval in Hrs/Mns	NO ACTIVITY		7	12

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
G1- Program Audio, 200-3500 Hz			
Total Tickets	1		8
Average Interval in Hrs/Mns	1	5	6
G2- Program Audio, 100-5000 Hz			
Total Tickets	0		4
Average Interval in Hrs/Mns	NO ACTIVITY		7
G3- Program Audio, 50-8000 Hz			
Total Tickets	9		29
Average Interval in Hrs/Mns	2	53	3
G4- Program Audio, 50-15000 Hz			
Total Tickets	0		38
Average Interval in Hrs/Mns	NO ACTIVITY		5

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Quarterly ONA Maintenance Report
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio				
Total Tickets	1		49	
Average Interval in Hrs/Mns	1	21	3	45
H2- TV Channel, 1 Way 5 kHz Audio				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report

Qwest
I QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Dedicated Voice Circuit				
Total Tickets	17		105	
Average Interval in Hrs/Mns	2	9	2	14
I2- Dedicated Data 2.4 kbps				
Total Tickets	0		95	
Average Interval in Hrs/Mns	NO ACTIVITY		2	18
I3- Dedicated Data 4.8 kbps				
Total Tickets	0		10	
Average Interval in Hrs/Mns	NO ACTIVITY		1	45
I4- Dedicated Data 9.6 kbps				
Total Tickets	1		388	
Average Interval in Hrs/Mns	1	8	2	50
I5- Dedicated Data 56 kbps				
Total Tickets	16		6429	
Average Interval in Hrs/Mns	1	47	2	45
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Qwest
1 QTR 2001

ALL OTHERS

Total Tickets	11436		18096	
Average Interval in Hrs/Mns	13	2	5	23

Quarterly ONA Maintenance Report
Qwest
1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1- Dedicated Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
K2- Dedicated Digital, 6.312 mbps				
Total Tickets	0		1	
Average Interval in Hrs/Mns	NO ACTIVITY		0	25
K3- Dedicated Digital, 44.736 mbps				
Total Tickets	2		361	
Average Interval in Hrs/Mns	1	34	2	10
K4- Dedicated Digital, 45 mbps or Higher				
Total Tickets	0		6	
Average Interval in Hrs/Mns	NO ACTIVITY		0	50

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Quarterly ONA Maintenance Report
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Tickets	4511		0	
Average Interval in Hrs/Mns	33	10	NO ACTIVITY	
L2- Basic PAL				
Total Tickets	2785		1417	
Average Interval in Hrs/Mns	26	56	13	7

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Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
1 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	43,223	74,041
Average Interval in Hrs/Mns	8:10	10:43
Due Dates Missed	3,328	6,064
% Due Dates Missed	7.70%	8.19%
A2 - PBX		
Total Tickets	613	4,624
Average Interval in Hrs/Mns	8:18	8:32
Due Dates Missed	44	351
% Due Dates Missed	7.18%	7.59%
A3 - Centrex		
Total Tickets	11,970	16,974
Average Interval in Hrs/Mns	9:41	12:02
Due Dates Missed	1,249	1,936
% Due Dates Missed	10.43%	11.41%
A4 - WATS		
Total Tickets	2	18
Average Interval in Hrs/Mns	2:40	9:00
Due Dates Missed	0	3
% Due Dates Missed	0.00%	16.67%
A5 - Mobile		
Total Tickets	0	21
Average Interval in Hrs/Mns	NO ACTIVITY	7:59
Due Dates Missed	0	1
% Due Dates Missed		4.76%
A6 - Feature Group A		
Total Tickets	17	204
Average Interval in Hrs/Mns	4:18	7:07
Due Dates Missed	1	23
% Due Dates Missed	5.88%	11.27%
A7 - Foreign Exchange		
Total Tickets	385	1,015
Average Interval in Hrs/Mns	3:50	4:45
Due Dates Missed	14	46
% Due Dates Missed	3.64%	4.53%

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Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 1 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph grade, 75 baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2 - Telegraph grade, 150 baud		
Total Tickets	7	142
Average Interval in Hrs/Mns	27:56	26:06
Due Dates Missed	6	72
% Due Dates Missed	85.71%	50.70%

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